

PEACEFUL NIGHT'S SLEEP

If you want to know your computer is secure and your data safe, you need NISS's Peaceful Night's Sleep (PNS). NISS Maintains, secures, protects and backs up your computer.

1.1 Included with PNS:

- Endpoint Backup for desktop or laptop computers
- Web Security. Threat Protection, Content Filtering, Access Controls
- NISS Monitored Antivirusⁱ
- Managed Windows and Microsoft update
- 3rd Party Software patching and updates, e.g. Java, Adobe Reader, Chrome, 7Zip, Flash Player, etc
- Monthly Disk clean-up and defragmentation
- Physical disk health (SMART) status monitoring
- Live support and response during business hours
- Zero-touch remote support
- Advice on required rectification worksⁱⁱ
- Monthly health check report
- Access to online customer portal
- 24/7 Live Monitoring
 - Disk performance
 - CUP Load
 - Memory Usage
 - Running Services
 - Antivirus software status
- Live Self-healing



Monitoring
NISS monitors failures
security and performance



Antivirus
Advanced threat protection
for PCs and Macs



Patching
Windows, Mac, MS and
3rd party software



Backup
Automated monitored
cloud backup



Performance
Performance tuning
and system maintenance



Web Protect
Advanced DNS protection
from web bourn threats



Reporting
Monthly emailed reports
on status and performance



Remote Support
Zero Touch remote Support
Our technicians connect
without interaction

Service Fees ⁱⁱⁱ

\$24.59 per device per month^{iv}

ⁱ NISS uses Webroot Antivirus

ⁱⁱ Rectification work that is required to be carried out as a result of infection is not included in this service agreement and will be charged for at NISS [standard hourly rates](#)

ⁱⁱⁱ Requires acceptance of Network Integration and Support Services standard terms and conditions.

^{iv} 12 month minimum contract. Excludes GST.

